MQIT

February 28, 2012

Attendees:

> Region I – Bonnie Lockhart, Mia Knotts
> Region II – Kathy Seacrest, Angie Smith
> Region III – Ann Tvrdik, Nathan Canfield, Jen Puls
> Region IV – Melinda Crippen, Ginger Marr, Amy Stachura
> Region V – Linda Wittmuss
> Region VI – John Murphy, Stacey Brewer
> Magellan – Lisa Christensen, Carl Chrisman, Don Reding, Travis Parker, Laurie Haack
> GAP Provider - Wanda Swanson
> DHHS, DBH – Sheri Dawson, Heather Wood, Robert Bussard, Ying Wang, Kermit Spade, Dan Powers, Meryem Ay, Kelly Dick

Welcome and Introductions

Overview of Agenda

Review of Past Minutes (Heather)

- There was no discussion and the minutes were approved.
- A request was made that the approved minutes be sent by e-mail to the regional attendees so they can more easily direct them to their providers.
- Follow up complete: The MQIT web page (http://dhhs.ne.gov/behavioral_health/Pages/beh_mqit.aspx) has been updated to include January's minutes, and Kelly Dick also e-mailed the document to the MQIT group on 2.29.12.

Provider Manual Update (Heather)

- The Magellan Provider Manual is in its final review stages and a final draft will be provided to the MQIT group for review one week prior to the March meeting.
- **Follow up: Finalize Manual draft and send to MQIT Group for review by Tuesday, 3.20.12.**

Call Statistics were reviewed (Customer Service and Care Manager Handle Time) (Lisa Christensen)

- It was noted that there is no benchmark for this specific data.
- Magellan maintains monitoring of these numbers and works to identify reasons for any increases in time.
- They have found success in improving call efficiency by training or educating providers in preparing for discerning the nature of the call (e.g. giving out questions).
- It was noted that March 5 brings the start of the new Queue System. They will continue to watch call times closely, but the hope is that it will not increase call time. Travis mentioned that training with Care Managers on system will help to expedite call time.
- It was noted that the Customer Service Average Handle Time has increased since September 2009 (2.5 minutes to almost 4.5 minutes). This could be due to use of Case Logix. Magellan is watching this rise closely.

- Heather noted the significant drop in CM call time in October 2010. September 2009 to that point produced fourteen to nineteen minute averages, and February 2011 to January 2012 produced ten to sixteen minute averages. But October 2010 to January 2011 produced eight minute averages. Magellan was uncertain regarding reasons for this four month drop in call time.
- Magellan was asked, but is not able to break out CS call time by Medicaid and DBH.

Clinical Review (Lisa Christensen)

- Ann Tvrdik's feedback helped to correct issues and reset database, so it is important to report possible problems to Magellan.
- White **Total Auths** column include all auths and re-auths (Medicaid and DBH). Orange columns show reconsiderations. Mental Health under **Total Auths** column indicates *people* not units.
- Peer Review is recorded by *month*. Orange section (reconsiderations) might involve previous months according to when reconsideration was turned in (so these numbers might sometimes appear higher).

Two-Day Pre-Auth Period (Lisa Christensen and Don Reding)

- Oral proposal is that this will apply when a consumer is moving from one level of residential care to another or from residential to out-patient (this includes community support).
- This is not yet in writing. It would be helpful to have a spreadsheet that identifies what LOC are included in this proposal.
- There was agreement that the LOCs proposed were appropriate, and Don would write up a proposal to be presented at next month's MQIT meeting. This proposal will include a start date for the new process. Also Sheri Dawson asked Carl to include tips in the proposal.
- Multiple media sources should be used to publicize this change, including Magellan's newsletter, e-mail, etc.
- Following a final question, Carl reminded the group that Care Managers cannot *deny* service.
- **Follow up: Don will present written proposal at March MQIT.**
- **Follow up: Heather and Kelly will add this topic to next month's agenda.**

Data Issues – Phase Changes & Implementation Priorities 2-6 (Don Reding)

- The PowerPoint from last month's MQIT discussion on this topic was referred to but it was not available to display at the time of this meeting.
- The document that lists changes and implementations was discussed.
- **Follow up complete: Kelly sent the PowerPoint and Implementation Timeline to the group 2.29.12.**

Error Report (Don Reding)

- There were no questions about the report.
- MRO Yes/No reports may be expected the 15th of the month ordinarily (unless issues arise).
- Annual Reg. Report and Discharge Comp. Report may be expected early in the month.
- **Follow up: Sheri asked Don to put report timeline in writing.**

Administrative Discharge on Duplicate Records (Update on this requested by Sheri)

- Magellan created an algorithm to find duplicate records. They have about 80 duplicates.
- Next steps and opening the parameters will be added to next month's (March) agenda.
- Linda asked whether Magellan can split out MRO Yes/No because it is not applicable to all services.
- **Follow up: Don will create a description of which services do have split.**

Queue System (Travis)

- There were no changes to the timeline, and additional providers have called in to get started on system ahead of the go live date (March 5).
- There was some concern over the availability of contact and general information for the system. Travis assured the group that many efforts have been made to make the information available, including a direct mailing to providers and listing it in their newsletter.
- **Follow up complete: Travis sent Bob the information on the Medicaid and DBH Systems, and Bob sent to list serve 2.28.12.**

Additional Comments

- Ann has a data issue question for the next meeting.
- **Follow up: Move data issue topic up on March agenda.**
- Carl brought up a question regarding western provider and annual update codes. Sheri stated this was Region specific and it would be helpful to have more information so we can follow up with the Region.
- **Follow up: Carl to provide information to Sheri.**

Meeting adjourned at 10:00 a.m.
Next meeting: March 27 at 9:00 a.m. CST

Submitted by: Kelly Dick

Minutes prepared by the Division of Behavioral Health, Nebraska Department of Human Services. Minutes are intended to provide only a general summary of the proceedings.